

Inspector General

Specialty Track Study Guide

CIVIL AIR PATROL
CAPP 203 21 MAY 2009



CAPP 203 ♦ 21 MAY 2009

INSPECTOR GENERAL

SPECIALTY TRACK STUDY GUIDE

PREFACE

Senior members use this study guide to complete training and attain ratings in the Inspector General specialty track.

This study guide outlines the requirements for attaining ratings in the Inspector General specialty track of the Senior Member Professional Development Program. Training in the Inspector General specialty track is self-paced and intended to take place on-the-job and through self-study. This pamphlet guides senior members through that training and is designed to help them learn to function effectively as Inspectors General.

Specialty tracks are governed by CAPR 50-17, *Senior Member Professional Development Program*.

The Inspector General specialty track and this study guide are entirely new. No previous editions of this pamphlet exist.

CONTENTS

Overview.....	1
Instructions for Students.....	4
Instructions for Trainers and Commanders.....	5
Technician Rating.....	6
Senior Rating	8
Master Rating.....	10
Attachment 1 Evaluation & Rating Certification	12
Attachment 2 Outline of Inspector General.....	13
Training Courses & Colleges	

Inspector General Specialty Track Study Guide

OVERVIEW

The CAP IG program is modeled after Air Force Instructions (AFI) 90-201 and 301. The CAPR 123 series defines the scope and limitations of the CAP IG program. It also clearly defines the two distinct duties IGs perform for CAP and CAP commanders: assessments and complaint resolutions.

This specialty track is divided into three ratings: technician, senior, and master. Progressively mastering the material in each section will prepare inspectors general (IGs) for positions of increasing responsibility.

Study each section and apply the information to actual situations on-the-job. IG students will be able to learn the job through self-study. If further assistance is needed, students may contact the next higher headquarters inspector general, the CAP Inspector General (CAP/IG), or the Inspector General Administrator (HQ CAP/EXS).

While not limiting the role students may take as inspectors general, this study guide presumes that students' levels of responsibility will begin modestly and increase as they advance in the program.

TRAINING OBJECTIVES

Each rating contains knowledge requirements, academic requirements and service requirements that must be completed in order to attain the rating.

Knowledge Requirements are objectives describing what each student is expected to know and be able to demonstrate before attaining the rating. These objectives are further divided into requirements related to IG assessments and complaints.

Service Requirements are objectives describing what each student is expected to complete through active participation before attaining the rating.

Reading Lists

Students in the Inspector General specialty track need to become familiar with the references listed below. Some publications listed here should be read completely, while others should be studied to the point where the student has a clear idea of where to locate information on appropriate issues; students should see their IG trainer for guidance. Many of these publications are available for download at www.gocivilairpatrol.com.

Essential Program Readings:

CAPR 123-1, *The Civil Air Patrol Inspector General Program*

CAPR 123-2, *Complaints*

CAPR 123-3, *Civil Air Patrol Compliance Assessment Program*

Additional Readings:

Constitution and Bylaws of the Civil Air Patrol

CAPR 5-4, *Publications and Blank Forms Management*

CAPR 20-1, *Organization of Civil Air Patrol*

CAPR 36-1; *Civil Air Patrol Nondiscrimination Program*

CAPR 36-2, *Complaints Under The Civil Air Patrol*

Nondiscrimination Policy

CAPR 35-1, *Assignment and Duty Status*

CAPR 35-3, *Membership Termination*

CAPR 35-5, *CAP Officer and NCO Appointments and Promotions*

CAPR 35-8, *Membership Action Review Board*

CAPM 39-2, *Civil Air Patrol Membership*

CAPR 50-4, *Test Administration and Security*

CAPR 50-17, *CAP Senior Member Professional Development Program*

CAPR 52-10, *CAP Cadet Protection Policy*

CAPR 52-16, *CAP Cadet Program Management*

CAPR 60-1, *CAP Flight Management*

CAPR 67-1, *CAP Property Regulation*

CAPR 173-1, *Financial Procedures and Accounting Report for Units Below Wing Level*

CAPR 173-2, *Financial Procedures for CAP Regions and Wings*

CAP IG Personal Training Disk: (See CAP website, IG Education/Training web page for details on how to acquire this disk).

RECORDING RATINGS AND EARNING AWARDS

Earning Awards. When students complete all knowledge and service requirements, verified by the next higher headquarters inspector general (by his/her signature on Attachment 1), certified by their unit commander (or designee) and properly recorded, they attain a new Inspector General specialty track rating. In addition, they become eligible for the Leadership Award and the Inspector General specialty badge. For more information, see CAPR 39-3, *Award of CAP Medals, Ribbons and Certificates*, and CAPM 39-1, *CAP Uniform Manual*.

Recording Ratings. Specialty track ratings are recorded locally and at HQ CAP. Locally, the CAPF 45, *Senior Member Master Record*, documents progression through specialty tracks. A Member's progress is also listed on the *Professional Development Report* (PDR), which HQ CAP mails to units bi-monthly and is also available at www.cap.gov.

After a student satisfies all requirements for a specialty track rating, the professional development officer annotates the PDR and returns it to HQ CAP, as well as updates the member's CAPF 45 (see CAPR 50-17 for details).

Instructions for Students

SELF-STUDY & OJT PROCEDURES

Read
Discuss
Shadow
Perform
Review

Training in the Inspector General specialty track may formally begin once Level I of the Senior Member Professional Development Program is completed. You will complete on-the-job training at your own pace and through self-study. If possible, you should be assigned a trainer to help you fulfill the knowledge and service requirements and also to serve as your mentor.

Follow the simple procedures listed below and in Figure 1 to ensure your training is successful:

1. **Read** the publications listed on the reading list. Focus on the sections pertaining to the knowledge requirements.
2. **Discuss** the readings with your trainer to ensure your general understanding of them is accurate.
3. **Shadow** the trainer and watch how he or she performs tasks related to the knowledge requirements.
4. **Perform** tasks that are related to the knowledge and service requirements, under the trainer's guidance.
5. **Review** the knowledge and service requirements with your trainer to ensure that you have fulfilled each.

TRAINING VERIFICATION

When you feel convinced you are proficient in the tasks described for each section, contact the inspector general at the next higher headquarters. That inspector general should determine your proficiency through personal knowledge of your support of the IG program and/or oral discussion and complete the checklist found in Attachment 1.

After the next higher headquarters inspector general verifies your proficiency by his/her signature on Attachment 1, and your commander approves your request for the specialty track rating you are seeking, you become eligible to wear an IG specialty badge.

Process Summary for Earning Specialty Track Ratings

1. Complete the self study: Read, Discuss, Shadow, Perform, and Review, as described above
 2. Fulfill the rating's service requirements
 3. Be evaluated by the IG trainer using Attachment 1
 4. Record the new rating on the CAPF 45 and PDR (see page 3)
-

Figure 1. Process Summary

Instructions for Trainers and Commanders

INTRODUCTION

It is you, the OJT trainer, who makes the specialty track training program work best. Think of yourself as a mentor, ready to guide your senior member student(s) through the duties of their position, always relating the job to the knowledge requirements corresponding to the rating the student is pursuing. CAPP 52-6, *Mentoring*, provides an excellent overview of how to be an effective mentor.

THE OJT ENVIRONMENT

Familiarize yourself with the five-step self-study and OJT procedures suggested to students on the previous page. Use the demonstration/performance method described below to teach students how to complete job duties.

During the demonstration phase of this technique, allow the student to shadow you as you perform job duties related to the student's knowledge requirements. Point out the task's sequence of events and standards of performance.

During the performance phase, have the student complete job duties related to the knowledge and service requirements of the rating they are pursuing. Provide constructive feedback to let them know what they did correctly and what areas they need to improve upon.

Students pursuing the senior and master ratings will likely hold staff positions of their own. In such instances, explain how the subject matter relates to the student's current position as well as your own.

Student / Trainer Ratio

OJT is best conducted with a low student to trainer ratio (3:1 or better is recommended).

Levels of Training

Familiarize yourself with the knowledge and service requirements throughout this guide. This will help you provide the right training at the right time, versus overwhelming the student with knowledge that may be valuable but is not yet needed by them.

Training Accuracy

Take steps to avoid the easy tendency of always relying on your memory when explaining job procedures to students. By reviewing the applicable CAP publications before beginning an OJT program, you will be sure to teach the current policies and procedures. In the process, you will benefit from refreshing your own knowledge.

Technician Rating

INTRODUCTION

The inspector general technician rating involves helping with complaint investigations and implementing inspector general programs for assessments. A technician rating prepares an IG for duty as an IG staff/support member. Completion of this course and subject matter expertise in inspections area(s) may qualify an officer to be “highly qualified” [CAPR 123-3 para 12e(1)] to assist in subordinate unit inspections.

KNOWLEDGE REQUIREMENTS

To achieve the technician rating, the student must demonstrate knowledge of CAP’s complaints resolution process and unit assessment program, as well as the basic premise and components of the programs that constitute the three missions of CAP. As a minimum, an IG technician should:

Assessments

- (1) Define a compliance inspection, subordinate unit inspection, and self-assessment
- (2) Define the grades of the assessment program
- (3) Define the five types of “special” report entries
- (4) Identify the functional areas (tabs) evaluated during an assessment

In Seminar, the instructor will certify that the student has successfully completed the course material and reading assignment on assessments. On-line, the test bank will contain sufficient testing material to determine the students knows the content.

Complaints

- (1) Identify the ten CAP IG steps for resolving complaints.
- (2) Define the following: fraud, waste, abuse, abuse of authority, misconduct, and complaint.
- (3) Identify those problems (CAPR 60-1 issues, Reports of Survey) that are not addressed by the CAP IG complaints program.

In Seminar, the instructor will certify the student has successfully completed the course materials and readings on assessment. On-line, the test bank will contain sufficient testing material to determine the students knows the content.

ACADEMIC REQUIREMENT

The student must complete the following academic requirement:

SERVICE REQUIREMENTS

- (1) Successfully complete the CAP Basic Inspector General Course (see Attachment 2). Completion of the Senior Level Course will meet the academic requirements for the technician level.

Additionally, the student must complete the following service requirements:

- (1) Participate in a complaint analysis that may be simulated by the applicant's evaluator; or an actual analysis under the supervision of the applicant's wing IG or higher.
- (2) Participate in two assessments as a team member.
- (3) Be evaluated by a Senior or Master rated IG at the next higher headquarters, using Attachment 1.
- (4) Serve a minimum of 6 months as a staff member to a wing or region IG.

Senior Rating

INTRODUCTION

The inspector general senior rating involves developing inspector general programs for complaints and assessments. A senior rating prepares an IG for duty as an assistant IG to the wing IG. This course may be made mandatory at the discretion of the region IG or CAP-IG for newly appointed Wing IGs as minimum training until completion of the Biennial IG College. Never the less, the Senior Level Course is a prerequisite for the IG College. To achieve the senior rating, the student still must complete the knowledge, academic and service requirements for the technician and senior rating to earn the senior rating.

KNOWLEDGE REQUIREMENTS

To achieve the senior rating, the student must demonstrate an advanced knowledge of CAP's inspector general programs by participation in investigations and inspections; a basic knowledge of the CAP wing's functional working areas (see Wing Compliance Inspection Guide for a listing of functional areas); and be prepared to operate as a supervisor and mentor to inspectors general at subordinate levels. At a minimum, the IG senior rated student should:

Assessments

- (1) Explain the four types of assessment and when each would be used
- (2) Distinguish the application of the four assessment grades.
- (3) Give examples of the proper application of the five "special" report entries.
- (4) Be able to effectively summarize the mission(s) of each functional assessment area/tab.

The Inspector General Senior Level Training Course has scenario based training exercises and a finite post test record to determine completion.

Complaints

- (1) Explain a complaint analysis showing clear understanding of the five possible outcomes of a complaint analysis process.
- (2) Prepare a plan for completing a 10-step investigation of a complaint. The mentor/trainer may pose a simulation exercise to the applicant in lieu of an actual investigation, where-by the applicant demonstrates utilization of the 10-step process.

The Inspector General Senior Level Training Course has

scenario based training exercises and a finite post test record to determine completion.

ACADEMIC REQUIREMENT

The student must complete the following academic requirement:

- (1) Successfully complete the Inspector General Senior Level Training Course (see Attachment 2)

SERVICE REQUIREMENTS

Additionally, the student must complete the following service requirements:

- (1) Participate in 3 assessments as a team member or team leader. NOTE: The 2 assessments required for the technician level may count towards this total.
- (2) Be evaluated by a master-rated IG at the next higher headquarters, using Attachment 1.
- (3) Serve as a wing/region IG and/or as a wing/region inspector general assistant or staff member for a minimum of 1 year.

Master Rating

INTRODUCTION

The inspector general master rating involves managing inspector general programs for complaints and assessments. A master rating **qualifies** an IG for duty at the wing, region or national level. To achieve the master rating, the student must have earned the senior rating.

KNOWLEDGE REQUIREMENTS

To achieve the master rating, the student must demonstrate through performance an advanced knowledge of CAP's inspector general programs; demonstrate through formal instruction knowledge of the CAP functional areas/tabs (see Wing Compliance Inspection Guide for a listing of functional areas); demonstrate an ability to manage all phases of a wing, region or national IG program, as well as supervise/mentor inspectors general at lower command levels. At a minimum, the IG master rated student should:

Assessments

- (1) Plan, organize and execute **two** subordinate unit inspections (SUI) in addition to the **requirements needed for the senior rating**. The one team leader SUI required for the **senior rating may count toward the master rating**; the intent is to make accomplishment of required tasks cumulative.
- (2) Critique the mission accomplishment of each inspected area (tab).
- (3) Appraise the results of an assessment and analytically apply the grading criteria.

Complaints

- (1) Perform a thorough written complaint analysis **demonstrating understanding of the 5 possible outcomes**.
- (2) Select the correct template(s) in creating a Report of Investigation (ROI).
- (3) Create a concise ROI from facts acquired during an investigation.

ACADEMIC REQUIREMENT

The student must complete the following academic requirement:

- (1) Graduate from the CAP Inspector General College
Completion of the Senior Level course is a prerequisite for the College. This requirement may be waived by the CAP-IG on a case by case basis. Examples could be: recent appointment to a wing IG position just prior to the start of the biennial IG College, to eliminate the need to wait two-years to attend the

SERVICE REQUIREMENTS

college. The CAP-IG may require completion of the on-line basic course as a substitute.

Additionally, the student must complete the following service requirements:

- (1) Participate as a team leader in two graded assessments
- (2) Successfully complete the handling of a CAP complaint from start to finish.
- (3) Be evaluated by the CAP/IG, or designee, using Attachment 1.
- (4) Serve as a wing and/or region IG or on the IG staff at National level for greater than 2 years; or, alternatively, upon recommendation by a wing or region IG, an assistant who has served for a period of greater than 2 years may apply to the CAP-IG for a master rating.

Attachment 1

Evaluation & Rating Certification

Rating Being Attempted ☐ Technician ☐ Senior ☐ Master

Student's Name _____
[Last, First, M.I.]

CAP Grade _____ CAPID _____ Unit Charter No. _____

Current Position Title: _____

Evaluation Item(s)	Date Start & End	Evaluator's Signature
1. Knowledge Requirements. Demonstrate knowledge of the applicable procedures in recognizing and conducting investigations suitable to the training level.		
2. Service Requirements. Successfully complete SUI activities and investigative activities appropriate to the level training undertaken.		
3. Position. Serve in an IG position, as required for the rating sought.		
4. National Inspector General College Complete the curriculum (master rating only).		

Evaluator's Comments:

Verification of Satisfactory Completion of Required Training

Wing/Region IG Signature _____ Date _____

Certification of Completion of Technician Skill Level Rating

Wing/Region Commander's Signature _____ Date _____

Wing/Region IG Signature _____ Date _____

Attachment 2

Outline of Inspector General Training Courses & Colleges

CAP INSPECTOR GENERAL BASIC COURSE

NOTE: This course is not required for the Technician Rating if the applicant takes the **Senior Level Course**

Scope: To complete the knowledge and academic requirements for the IG technician rating.

Course Duration:

Scheduled for a 1-day session. Subject matter headings offer four class sessions of approximately 1-hour in duration. Allow time between sessions for a break and to change presenters. Allow a reasonable period for a lunch.

Alternate:

Scheduled as an on-line course without scenarios but with a more extensive course final test.

On-line Basic Course. The student studies the four power point presentations, the four narratives that accompany the power points, and does a thorough reading of CAPR 123-1 through CAPR 123-3. A post course on-line test is administered. Completion grade must be 80% or greater. The student may re-take the test if failing to get the minimum 80%, but after a 14 day hold period.

Course Materials:

- CAP IG Personal Training Disk (*This CD will contain all the required bibliography including current CAPRs, CAPMs, and CAPPs; PowerPoint presentations for the Technician, Senior and IG College courses; templates and forms employed by the IG program; see page 2*).
- PowerPoint presentation sets titled "CAP Inspector General Basic Rating Course".
- CAPR 123 series.
- Narratives prepared for Basic course participants, whether in session or on-line.
- Scenarios for presentation when presented in seminar.

Recommended Advanced study materials:

- CAP Complaint Investigating Officer's Guide (Available on request through NHQ/EXS)

Subject Matter Headings:

- History And Origins Of The IG System And Its Structure Today "
- CAPR 123-1
- CAPR 123-2
- Guidance On Reprisal
- CAPR 123-3
- SUI Practicum In Seminar

Instructor Qualifications: Graduate of the CAP Inspector General College

Location: **In seminar.** To be determined by the IG conducting the course after completing a needs analysis. Highly recommend conducting the course with access to a PowerPoint program and a projector.

CAP INSPECTOR GENERAL SENIOR LEVEL TRAINING COURSE

Scope: To complete the knowledge and academic requirements for the IG senior rating.

NOTE: THIS COURSE IS A PREREQUISITE FOR THE BIENNIAL INSPECTOR GENERAL COLLEGE

Course Duration: Schedule over a 2-day period. Subject headings offer twelve class sessions of approximately 50 minutes in duration. Allow time between each session for a break and any change in presenters. Twelve sessions plus a 4-hour practicum will yield a 16-hour, two-day course. Allow a reasonable period for lunch both days.

Course Materials:

- CAP IG Personal Training Disc (see page 2) which contains:
 - Forms and Templates
 - Power Point presentations for the technician and senior courses
 - *Complaint Investigating Officer's Guide*
- SAT-SUI (Self-assessment tools and subordinate unit inspections)
- CAP Investigating Officers Guide
- PowerPoint presentations sets titled "CAP Inspector General Senior Rating Course"
- Senior Level IG Course student handbook

Subject Matter Topics:

- Complaint process
 - Power Point Presentations 1a through 1k
 - Complaint analysis emphasis study
 - Case study parts 1 through 4 in seminar
- "Subordinate Unit Inspections"
 - Power Point Presentations 2a through 2b
 - Scenario based training exercise on conducting an SUI
 - Grading an SUI conducted in seminar

Assessment of Course Completion:

- Pre-test and post-test on questions specific to the CAP 123 publication series
- Criterion referenced pass/fail test employing resources available to the students
- Successful completion of practicum SUI report exercise and the complaint resolution planning exercise as determined by the course instructor
- Course evaluation done by the student

Instructor Qualifications: Member of the CAP-IG staff, or someone designated and trained by the CAP-IG staff and appointed in writing with authority to teach the Senior Level Course.

Location: CAP/IG will offer the Inspector General Senior Level Course in conjunction with the annual summer National Board meeting. Additionally, wing and region IGs are expected to offer the IG Senior Level Course as often as necessary to meet their training needs. IG Senior Level Training Courses may be taught only by instructors appointed in writing with authority to teach the Senior Level Course.

Course Scheduling and Coordination: Any wing or region that wishes to have an IG Senior Level Course presented will coordinate the requests through the Assistant CAP-IG for Training.

CAP INSPECTOR GENERAL COLLEGE

Scope: To prepare an individual to fulfill duties as a national, region or wing IG

Note: Unless waived on a case by case basis by the CAP-IG, the Senior Level IG Course is a prerequisite

Course Duration: The National IG College is a Senior Member Professional Development Level IV training program equivalent to a Region Staff College. It is an intensive 6-day course offering 20 hours of formal classroom instruction and 20+ hours of practicum and seminar opportunities.

Course Materials:

- CAP IG Personal Training Disc (see page 2)
- A HQ CAP prepared text which contains the PowerPoint presentations, course outlines, student networking rosters, and other pertinent, yet time-sensitive (such as suitable scenarios reflecting current CAP directives)
- CAP-USAF Cooperative Agreement and implementing documents, CAP Constitution and By-laws.
- CAP IG staff will prepare working papers on the following subjects:
 - Psychological Aspects of Inspector General Inspections and Investigations
 - Interviewing techniques relative to the IG system to cover both assessments and investigations

Subject Matter Topics:

- The IG College Overview
- Origin and History of the IG/CAP-USAF relationship
- CAP and USAF Documents (Cooperative Agreement [CA]; Statement of Work [SOW]; Constitution and Bylaws [C&BL])
- CAP Regulations and the IG
- Legal Officer and General Counsel Assistance
- Discussion and Answer session on the Psychological aspects of the IG work
- Discussion and Answer session on the roles of the IG, the Commander, and the Legal Officer.
- CAP Wing Assessment Program (Compliance Inspections)
- CAP Subordinate Unit Inspection
- Interviewing for an inspection and investigation
- Ethics Point Incident Management on-line resources and recording requirements
- IG Complaint Process Step 1 (Contact)
- IG Complaint Process Step 2 (Complaint Analysis)
- IG Complaint Process Step 3 (Tasking)
- IG Complaint Process Step 4 (Pre-fact Finding)
- IG Complaint Process Step 5 (Fact Finding)
- IG Complaint Process Step 6 (Report Writing)
- IG Complaint Process Step 7 (Quality Review)
- IG Complaint Process Step 8 (Legal Sufficiency Review)
- IG Complaint Process Step 9 (Rewrite)
- IG Complaint Process Step 10 (Closure)
- A complaints analysis, and writing an ROI as a Practicum in Seminar
- Subordinate unit inspection planning, program implementation, and report writing practicum.

Assessment of Course Completion:

- Post-test results will be graded. Personal interviews with students who need correction to bring all post test results to 100%
- Participation and group dynamics setting in a practicum presentation related to SUIs
- Participation in leadership model presentations
- Participation and group dynamics setting in a practicum presentation related to complaint analysis and writing a complete ROI (Report of Investigation)
- Affective Survey to measure student response to the college course material
- Questionnaires following the last class for a particular presenter

The nature of this course is such that the course instructors will record and evaluate each student on each defined segment of the course (analysis, report writing, interviewing, assessments, and participation). This evaluation is confidential. Subject matter observed or test driven that are not satisfactory will be corrected at the point of discovery. Should the student not satisfactorily complete the remediation or all course components, at the discretion of the college director, and at the final authority of the CAP-IG, a student may not be granted credit for course completion.

Instructor Qualifications: A member of the CAP-IG Staff or other members experienced in the IG field (including past CAP-IGs, past CAP-IG staff), CAP-USAF IG and selected members of the CAP-USAF staff, as well as others vetted for the task by the college director and approved by the CAP-IG.

Location: TBD; biennially by CAP/IG and CAP-USAF/IG.



Headquarters Civil Air Patrol
105 South Hansell Street
Maxwell AFB AL 36112-6332
www.cap.gov